

International Services

Aetna Global Benefits®

Aetna Global Benefits (AGB) pioneered the concept of providing international health care “concierge” services. Their multilingual member service professionals are available year-round and are trained to respond to your international benefits needs including:

- 24 hour, multilingual support accessible via toll-free phone, fax or e-mail
- Locating health care around the world
- Answering questions regarding claims, benefit levels and coverage
- Processing and paying claims in virtually any language, using check, wire, or direct deposit in over 100 currencies, which makes it even more convenient for you to utilize your benefits.

International Health Advisory Team

AGB's International Health Advisory Team (IHAT) provides you with a single point of contact any time of day or night that ensures consistency and a higher standard of care. In addition to assisting with routine care, IHAT utilizes state-of-the-art resources to supervise medical evacuations and provide emergency assistance, medical case management and also pre-assignment planning that could include anything from locating a disease management specialist to helping you obtain medical devices or prescription medication.

IHAT's breadth of knowledge transcends geographic borders. The professionals that make up the team have extensive experience navigating through international health delivery systems throughout the world.



**The Department of Defense
Nonappropriated Fund
Health Benefits Program**

Global Health Information online at www.aetnaglobalbenefits.com

Whether you are planning for an international assignment, or you're already there, the following online tools are available to assist you and your family while you are away from home.

- **International Direct Pay Hospitals**

AGB has established relationships with leading hospitals and other medical facilities throughout the world to assist you in obtaining quality medical attention when you need it. Accessing a direct pay facility, which can be found on AGB's extensive online database, could potentially help alleviate some of the financial burden associated with receiving medical care abroad.

- **International Doctor Directory**

There's nothing more important than a referral from a trusted source when you're looking for a doctor. Searching AGB's extensive online database gives you access to valuable profiles and other important information about doctors and specialists around the world.

- **International CityHealthSM Profiles**

CityHealth Profiles gives you access to critical information including health risks, required vaccinations, local health systems, emergency telephone numbers and currency information about hundreds of international destinations.

- **Translation Databases**

Drug Translation Guide – Medications are sold under different names in different countries and dosages are often dispensed differently. If you take a prescription medication regularly for any medical condition, make sure to access these valuable translation tools.

Medical Terms – Medical terms can be difficult to understand in any language, and translating medical phrases like "Hay Fever" and "Cat Scan" is a real challenge. Use this database to communicate with your health care providers while on assignment or traveling abroad.

Medical Phrases – If you're hospitalized or seen in a clinic where no English is spoken, these phrases will help you get the care you need.

- **Aetna IntelliHealthSM**

Aetna IntelliHealth is designed to be your one-stop destination for online health and wellness information. Loaded with cool interactive features in an easy-to-read format, Aetna IntelliHealth has information on topics that are important to you and your health.

- **Security**

Before you leave on assignment, check out security-related information for the country you are traveling to and obtain travel tips to help keep you safe during your trip.

- **Forms**

Easy access to forms that will assist you with submitting claims and requesting the addition of direct pay providers.

AGB International Service Center (available 24-hours a day; 7 days a week)

Telephone:

Toll Free: 800-231-7729 (international)
Direct or Collect: +1-813-775-0190

Fax:

Toll Free: 800-475-8751
Direct: +1-813-775-0625

TDD (hearing impaired):

800-325-6273

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